



# UiTM Cawangan Kedah



Faculty of Business and Management

VOLUME





### **FBM INSIGHTS**

Faculty of Business and Management Universiti Teknologi MARA Cawangan Kedah e-ISSN 2716-599X

The editorial board would like to express their heartfelt appreciation for the contributions made by the authors, co-authors and all who were involved in the publication of this bulletin.

Published by : Faculty of Business and Management, Universiti Teknologi MARA Cawangan Kedah

Published date : 27 April 2022

Copyright @ 2022 Universiti Teknologi MARA Cawangan Kedah, Malaysia.

All rights reserved. No part of this publication may be reproduced, copied, stored in any retrieval system or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior permission from the Rector, Universiti Teknologi MARA Cawangan Kedah, Kampus Sungai Petani, 08400 Merbok, Kedah, Malaysia.

The views, opinions, and technical recommendations expressed by the contributors and authors are entirely their own and do not necessarily reflect the views of the editors, the publisher and the university.

## TABLE OF CONTENTS

Edito	orial Board	iii
Recto	or's Message	iv
From	The Desk Of The Head Of Faculty	v
1.	INDUSTRIAL REVOLUTION (IR) 4.0: IT IS ESSENTIAL IN TODAY'S BUSINESS Abd Rasyid Ramli, Norhidayah Ali & Rosliza Md Zani	1
2	YOUTH ENTREPRENEURSHIP DURING COVID-19 PANDEMIC: DOES THE GOVERNMENT CARE? Azyyati Anuar & Daing Maruak Sadek	3
3	ISLAMIC BANKING INDUSTRY IN FINTECH ECOSYSTEM: ISSUES AND CHALLENGES Hasmah Laili Jamalurus	6
4	APPLICATION OF TECHNOLOGY IN FOOD INDUSTRY Baderisang Mohamed, Mohd Sukor Md Yusoff & Siti Nur Athirah Mohd Kamal	10
5	ANNOTATIONS GIVE MEANINGFUL LEARNING EXPERIENCE Farah Merican Isahak Merican, Nizar Nazrin & Shafilla Subri	13
6	AN INTRODUCTION TO ENSA: THE ANIMATED SCREEN ANNOTATION APPLICATION Farah Merican Isahak Merican, Syafiq Abdul Samat & Abdullah Kula Ismail	15
7	E-COMMERCE ISSUES IN RETAIL INDUSTRY Baderisang Mohamed, Mohd Sukor Md Yusoff & Nurul Ain Syauqina Azlan	17
8	DIGITALISATION OF MALAYSIAN AGRICULTURAL SECTOR Baderisang Mohamed, Mohd Sukor Md Yusoff & Nurul Ain Syauqina Azlan	21
9	STUDENT INTERNSHIP CHALLENGES DURING COVID-19 Fatihah Norazami Abdullah, Nor Edi Azhar Mohamed & Noriza Mohd Saad	25
10	INDUSTRY 4.0 AND ITS CHALLENGES Rosliza Md Zani, Ramli Saad & Mohd Radzi Mohd Khir	28
11	BALANCING THE SCALE OF WORK AND LIFE Norhidayah Ali & Azni Syafena Andin Salamat	31
12	NANOCREDIT PROGRAMMES: WHEN MICROCREDIT IS TOO BIG Zuraidah Mohamed Isa, Dahlia Ibrahim & Zaiful Affendi Ahmad Zabib	34
13	ERGONOMICS WORKSTATION FOR HOME OFFICE Norafiza Mohd Hardi, Norhafiza Hashim & Hasyimah Razali	36
14	RETIREMENT SAVINGS: HOW IT FARES DURING COVID-19 PANDEMIC Dahlia Ibrahim & Zuraidah Mohamed Isa	39

15	LEVERAGING AR-RAHNU MICRO FINANCING FOR FLOOD VICTIMS Mohd Shafiz Saharan, Mohd Fazil Jamaludin & Khairul Azfar Adzahar	41
16	WHAT IS LEAN 4.0? Azyyati Anuar & Daing Maruak Sadek	43
17	<b>21ST CENTURY SKILLS - THE NEEDED SKILLS NOW</b> Azfahanee Zakaria, Syed Mohammed Alhady Syed Ahmad Alhady & Sarah Sabir Ahmad	46
18	NEW MARKETING STRATEGY THREATENING THE TRADITIONAL HEALTHCARE BUSINESSES Sarah Sabir Ahmad, Azfahanee Zakaria & Isma Fazlini Ismail	49
19	COVID-19: DOES IT MAKE A DIFFERENCE IN ASEAN MOTOR VEHICLE SALES? Anita Abu Hassan, Najah Mokhtar & Mohd Syazrul Hafizi Husin	52
20	FACTORS INFLUENCING TOURISTS READINESS TO TRAVEL DURING PANDEMIC Wan Shahrul Aziah Wan Mahamad & Ramli Saad	55
21	THE USE OF CELEBRITY ENDORSEMENT IN ADVERTISING PROMOTION Ramli Saad, Wan Shahrul Aziah Wan Mahamad & Yong Azrina Ali Akbar	57
22	FACTORS ROCKETING IN THE PRICE OF ESSENTIAL GOODS IN MALAYSIA Nor Azira Ismail, Jamilah Laidin & Shahiszan Ismail	61
23	THE IMPACTS OF COVID-19 ON POVERTY IN MALAYSIA Nor Azira Ismail	63

### INDUSTRIAL REVOLUTION (IR) 4.0: IT IS ESSENTIAL IN TODAY'S BUSINESS

Abd Rasyid Ramli arasyidr@uitm.edu.my Faculty of Business and Management, Universiti Teknologi MARA Cawangan Kedah

Norhidayah Ali norhidayah@uitm.edu.my Faculty of Business and Management, Universiti Teknologi MARA Cawangan Kedah

Rosliza Md Zani rosliza568@uitm.edu.my Faculty of Business and Management, Universiti Teknologi MARA Cawangan Kedah

#### INTRODUCTION

Industry 4.0 (IR 4.0) has become a new buzzword for industrialists, academicians, engineers, scientists, and many other intellectuals in recent years. It has received a lot of attention worldwide. Cyber-Physical Systems, Big Data, the Internet of Things (IoT), 3D Printing, Autonomous Robots, Cloud Computing, Augmented Reality, and other major technology areas are among the main technological fields that will digitise the entire value chains in numerous industries. The benefits of implementing the IR4.0 technologies are predicted to be massive in terms of efficiency, flexibility, quality, and mass customisation. It is projected to bring improved product range and automation and boost customer satisfaction (Kumar & Kumar, 2020).

The Fourth Industrial Revolution is divided into nine primary pillars; each considered a key component of Industry 4.0. These nine pillars describe how producers apply the latest technologies to improve every aspect of their production processes. Whether in the manufacturing area or not, it is critical to understand these pillars because they are projected to have a widespread impact across all industries and society. The IR 4.0 consists of nine pillars: Big Data and Analytics, The Internet of Things (IoT), Augmented Reality (AR), The Cloud, Autonomous Robots, Additive Manufacturing, Cyber Security, Horizontal and Vertical System Integration, and Simulation.

#### **INDUSTRIAL REVOLUTION (IR) 4.0**

Here are some opportunities delivered by these pillars or enablers of IR 4.0. Augmented Reality allows companies to remote repair instructions basically anywhere in the world via the internet. System integration is widely used in engineering and information technology. It combines different computing systems and software packages into one large system, which is the driving force behind Industry 4.0's optimal functioning. Cloud computing is a computer system resource, particularly for data storage. Next, Big data is a term used to describe large amounts of data that are difficult to manage; Big data analytics is used to discover valuable correlations, patterns, trends, and preferences to help companies make better decisions. IoT is a network that uses sensors, software, and other technologies to communicate with other devices and systems through the internet.

Subsequently, 3D printing allows industries to use and implement additive manufacturing in collaboration with other technologies, leading to the development of the industry towards intelligent production. The next pillar, Cybersecurity, contains technologies and processes designed to safeguard systems, networks and data from cyber-attacks. Autonomous Robots are intelligent

machines capable of performing tasks independently, without explicit human control. This enabler can interact to improve productivity and product quality. These machines can perform more complex tasks and handle unexpected problems. Finally, simulation involves processes in product design, production planning, material flow processes or modelling of unexpected stochastic events. Additionally, it offers real-time data to observe the physical world in a virtual environment, including machines, tools, products and humans.

IR 4.0 is a digital technology transformation occurring in the manufacturing and production sectors. It consists of nine pillars that include Autonomous Robots, Big Data and Analytics. More and more manual and tedious processes across various industries have been and will be automated using smart machines or digital technologies. For instance, most semiconductor and manufacturing sectors are embedding new digital technology more than ever to stay competitive. Here are some other real-world examples of how IR 4.0 has enhanced business performance (VIAR, 2018). First, a construction company in New York has created SAM (Semi-Automated Mason), a robot for building walls. This revolution helps to enhance its productivity and lower its labour costs. Another example is the car manufacturing company, Audi where it aligns its production with smart technology. Its smart technology riding on big data analytics enables it to produce a highly flexible and efficient manufacturing system. The next example is BJC HealthCare, where the company uses RFID (radio frequency identification) technology in obtaining information and tracking their supplies. It has been proven that the company managed to significantly cut the inventory stocked on-site.

In the Malaysian context, the equipment manufacturing company Bosch is embedding the IR 4.0 technologies in the production lines that enable it to become more flexible and efficient in controlling the production processes (Bosch, 2021). However, in other companies, such as among the SMEs, the adoption of IR 4.0 technologies is still in development. This step would eventually enable them to ensure efficient data analysis to make real-time and better decisions (The Edge Malaysia, 2021).

#### CONCLUSION

In conclusion, with IR 4.0 digital transformation occurring in the manufacturing and production sectors, all companies, whether they like it or not, should adopt it for all their businesses. By adopting IR 4.0, companies can gain a competitive advantage as well as improve their business performance. Staying stagnant may lead to the deterioration of the company's bottom-line and eventually its closure. As mentioned earlier, there are nine pillars of IR 4.0. Each plays an important role in the business. Most consumers would be looking for products having features of or produced with technology supported by these nine pillars. Companies that are unable to ride on all nine pillars must adopt as many as they can to be at par or above other companies and their competitors.

#### REFERENCES

- Bosch (2021). *Industry 4.0: Production of the future*. https://www.bosch.com.my/news-and-stories/industry-4-0/
- Kumar, A., & Kumar, S. (2020). Industry 4.0: Evolution, opportunities and challenges. International Journal of Research in Business Studies, 5 (1), 139. https://www.researchgate.net/publication/344902769\_Industry\_40\_Evolution\_Opportunitie s\_and\_Challenges.
- The Edge Malaysia. (2021, March 15). *Industry 4.0: Getting SMEs on the IR4.0 train.* https://www.theedgemarkets.com/article/industry-40-getting-smes-ir40-train
- VIAR (2018, April 23). A few real-world examples of Industry 4.0. https://medium.com/@viarbox/a-few-real-world-examples-of-industry-4-0-8e2de4f4f23e